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NEWS RELEASE

Customers Encouraged to Visit Driver License Mega Centers Before & During Busy Summer Months

AUSTIN – The Texas Department of Public Safety (DPS) is reminding residents to take advantage of new driver license mega centers as one option to avoid busy summer months at local offices. The six mega centers – located in Austin, Houston, the Metroplex and San Antonio – feature cutting-edge technology and high-capacity facilities designed to more efficiently process customers.

“We are dedicated to ensuring driver license customers have a quick and efficient visit to our offices, and the new mega centers were specifically designed to help accomplish that goal,” said DPS Director Steven McCraw. “As with any change, DPS has been customizing various processes and the new technology implementation at these new high-capacity offices. We are pleased to report that overall, mega centers are performing well and have been successful in providing the level of customer service Texans expect and deserve. And accordingly, we’re encouraging customers to visit these offices before and during the busy summer months that we’re quickly approaching.”

Customer wait times at the six new mega centers averaged approximately 16 minutes for all transaction types since opening to the public. Average approximate wait times for walk-in customers at each office vary: Austin-Pflugerville (9 minutes); Dallas-Garland (13 minutes); Fort Worth (11 minutes); Houston-Rosenberg (20 minutes); Houston-Spring (30 minutes); and San Antonio-Leon Valley (10 minutes).

Mega centers leverage new technology to help DPS employees more effectively serve customers at these driver license offices, including a new queuing system. The innovative system offers customers the convenient option to reserve a spot in line without going to the office. Customers can virtually enter the line via cell phone, online or using a land line.

The system also provides customers interactive options allowing them to make adjustments to their place in line – for instance, if they are running late, they can push themselves back in line. Walk-in customers can use self-service check-in kiosks and have the option of returning later, closer to their appointment time, while communicating with the DPS office by text or phone call.

DPS also offers several convenient options to help customers avoid crowds, including early, online and phone renewal of licenses and identification cards. To be eligible to renew online, the card's expiration date must be within one year, and the card cannot have been expired for more than two years. Requirements for renewing online are available at [Texas.gov](http://www.texas.gov).

To view the various online services, and for more information about Texas driver licenses and identification cards, visit: <http://www.dps.texas.gov/DriverLicense/OnlineServices.htm>.

Licenses must be renewed in person every 12 years, so an updated photo can be taken and eyesight can be tested. If residents need to come into the office to renew, they can do so within one year prior to the expiration date, which means they can pick a time that is convenient for their schedule.

What Customers are Saying about Their Mega Center Experience

Austin-Pflugerville: "I took my 15 year old daughter to get her learner's permit yesterday at the new facility in Pflugerville. Everyone in the process did a great job from the host/hostesses in the lobby directing individuals and answering questions to the individual that processed my daughter's application. Also, we used the Qless system and got in line before arriving at the center. I heard a member of the public comment about how great the megacenter is. Just wanted to pass this information to you." – Nancy (April 18, 2013)

Dallas-Garland: "Earlier this week I had to renew my driver's license and chose the new mega center in Garland. What I encountered was a 100% successful effort at efficiency, [and] pleasant employees. All I can say is congratulations and please make this a trend." – Barney (April 19, 2013)

Houston-Spring: "In my 45 years as a licensed driver, I have never had such an efficient experience at a DPS facility. I called for a spot in line at Spring but was still braced for a 3 hour wait. However, I was in and out in 5 minutes. Polite and professional public servants [...] Amazing...I think you should take over the postal service!" – Ken (January 3, 2013)

Fort Worth: "Excellent and very friendly service. I am extremely impressed and grateful." – J.P. (April 8, 2013)

San Antonio-Leon Valley: "This is a much better system. This location understands and makes an effort to be customer service oriented. I will pay my taxes more eagerly if I got [get] this type of service everywhere." – Ludwig (February 26, 2013)

Houston-Rosenberg: "I renewed my driver[']s license this week at the Rosenberg Mega Center. I arrived expecting the license renewal of old: Long lines, lack of coordination and a cumbersome trip through renewal. What I experienced should serve as [a] model for the rest of the country. Walking through the door I found the line to the check-in kiosk to be fast and self explanatory. Your text message system is an excellent use of technology. Thank you and every member of TxDPS, for making efficient use [of] our tax dollars." – Robert (January 11, 2012)